Conflict Management

Objective

Actions: Discuss The Nature Of Conflict And Effective Coping Strategies

Conditions: Given Classroom Discussion

Standards: Students Will Be Able To Discuss:

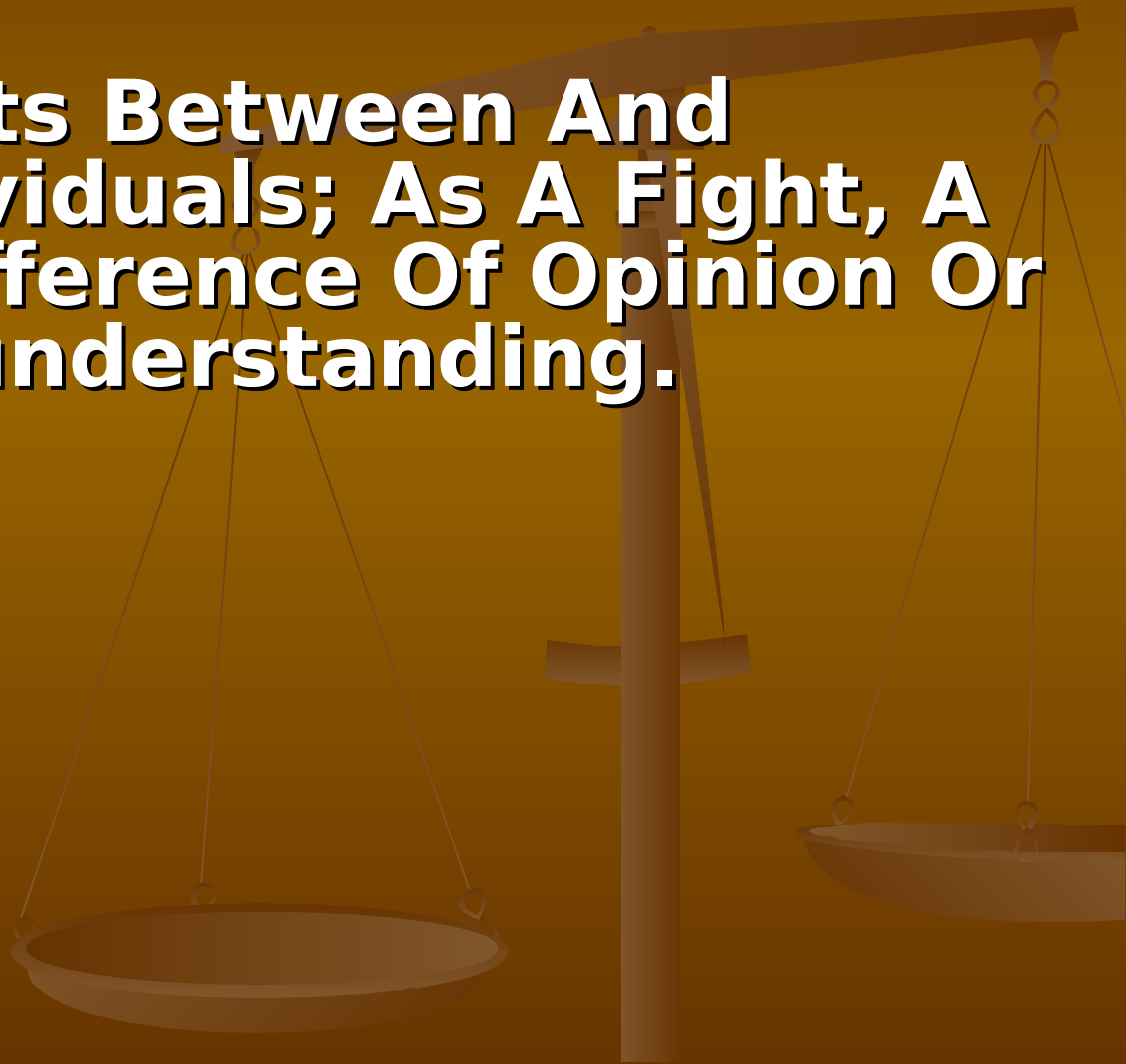
- Conflict Management
- Effective And Constructive Solutions

Overview

- Define Conflict
- Discuss Sources Of Conflict
- Discuss The Impact Of Conflict
- Discuss Components Of Conflict
- Discuss Strategies Of Conflict
- Discuss Elements Of Conflict
- Discuss Problem Solving Process
- Discuss Benefits Of Conflict Management

Definition

Disagreements Between And Among Individuals; As A Fight, A Battle, A Difference Of Opinion Or Idea, A Misunderstanding.



Sources of Conflict

- Wants And Needs Differ
- Values Differ
- Knowledge Expectations Differ
- Differences In Race, Gender, Ethnicity, Religion, And Age
- Assumptions/Perceptions

Sources of Conflict

- Personality Clash Or Conflict
- Competition For Limited Resources
- Personal, Self, Or Group Interest
- Tension And Stress
- Power And Influence

Negative Impact

- Mission Incomplete
- Destroys Morale
- Polarizes Groups
- Deepens Differences In Values
- Produces Irresponsible And Regrettable Behavior

Positive Impact

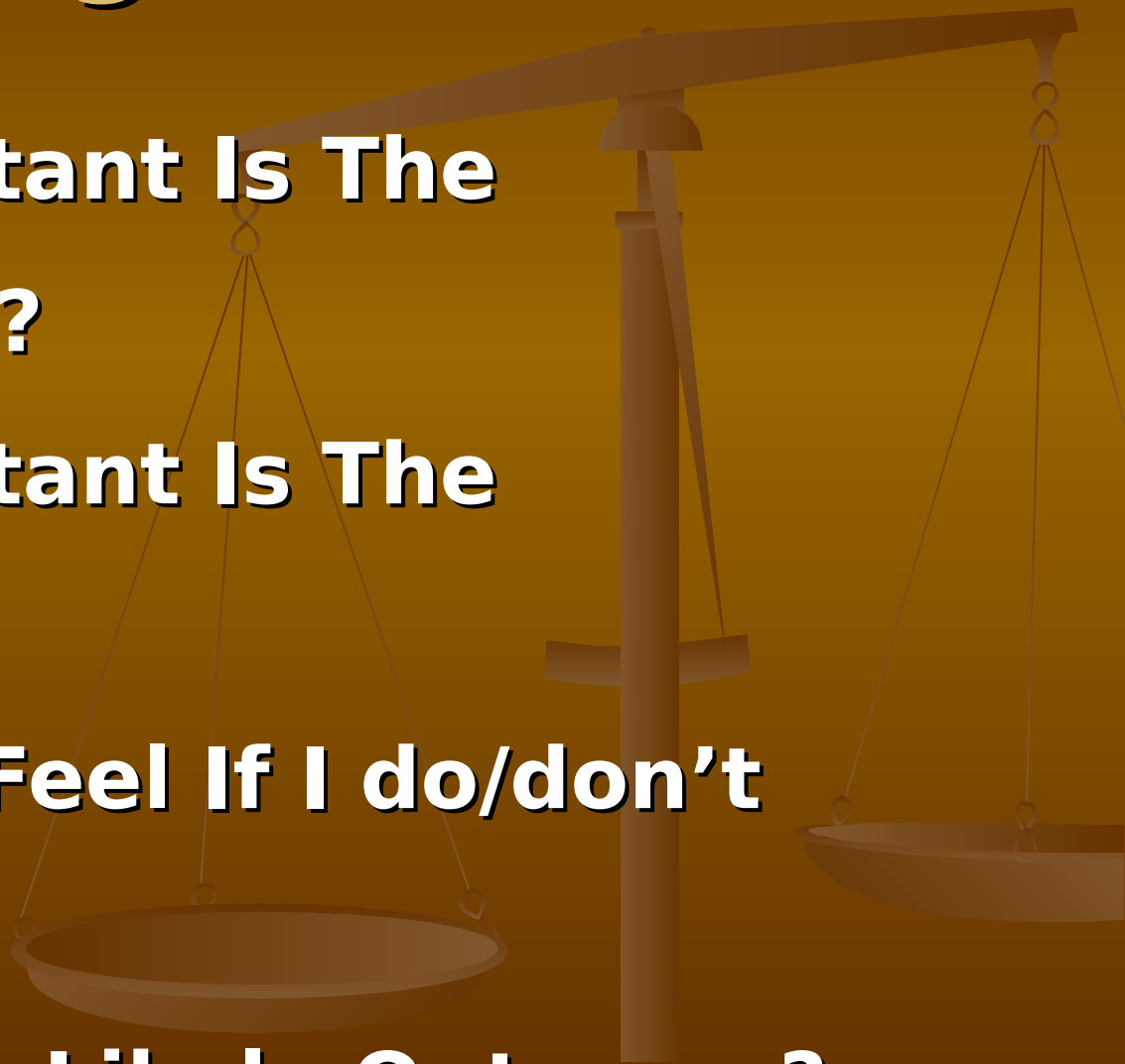
- Opens Issue Of Importance
- Increases The Involvement Of Individuals
- Causes Authentic Communications To Occur
- Results In A Solution Of The Problem
- Releases Pent-up Emotion, Anxiety, And Stress
- Builds Cohesiveness
- Promotes Personal Growth

Components of Conflict

- Intrapersonal Conflict
- Interpersonal Conflict
- Intragroup Conflict
- Intergroup Conflict

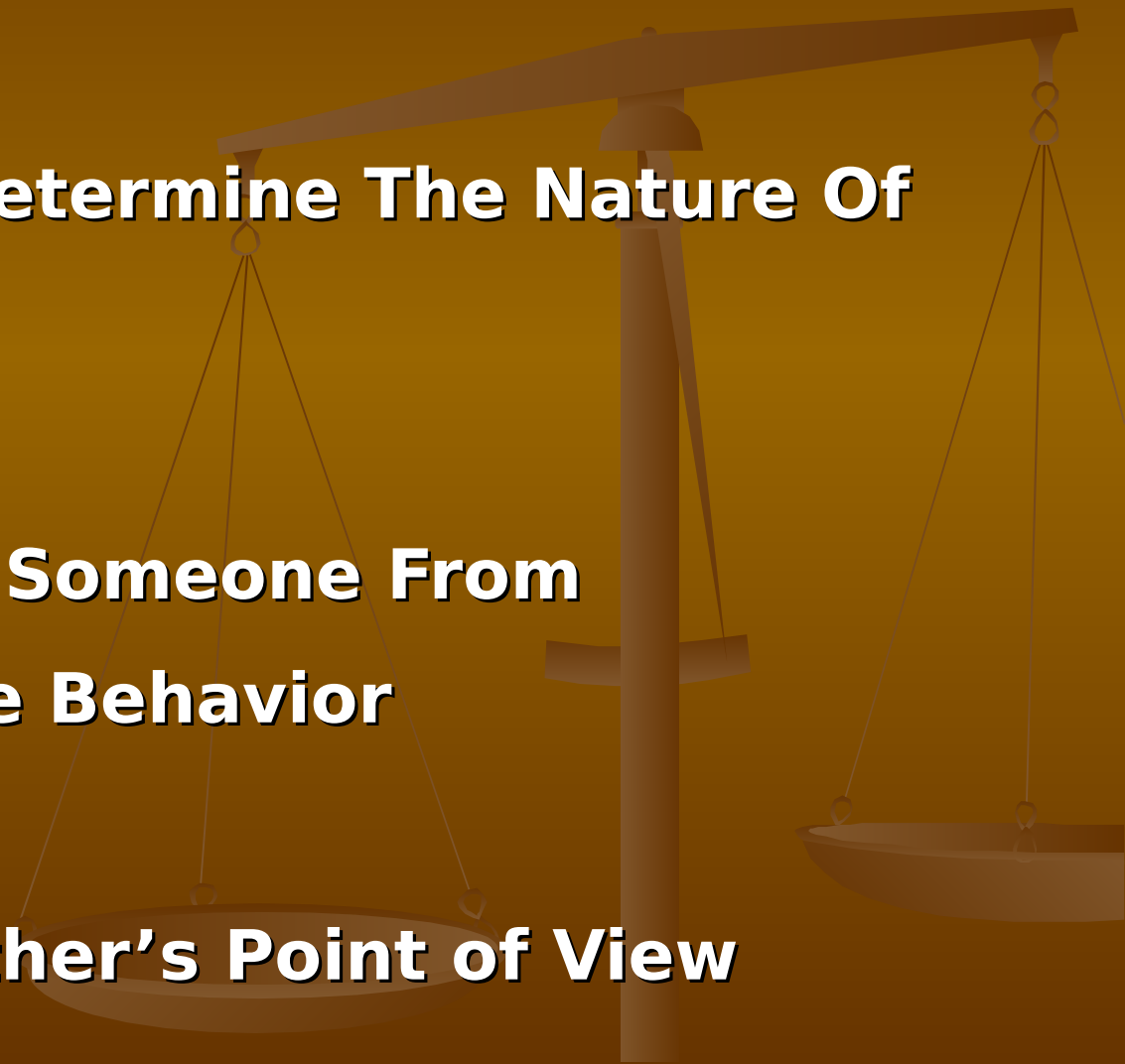
Coping Strategies

- Ask yourself
  - How Important Is The Relationship?
  - How Important Is The Incident?
  - How Will I Feel If I do/don't Confront?
  - What is the Likely Outcome?



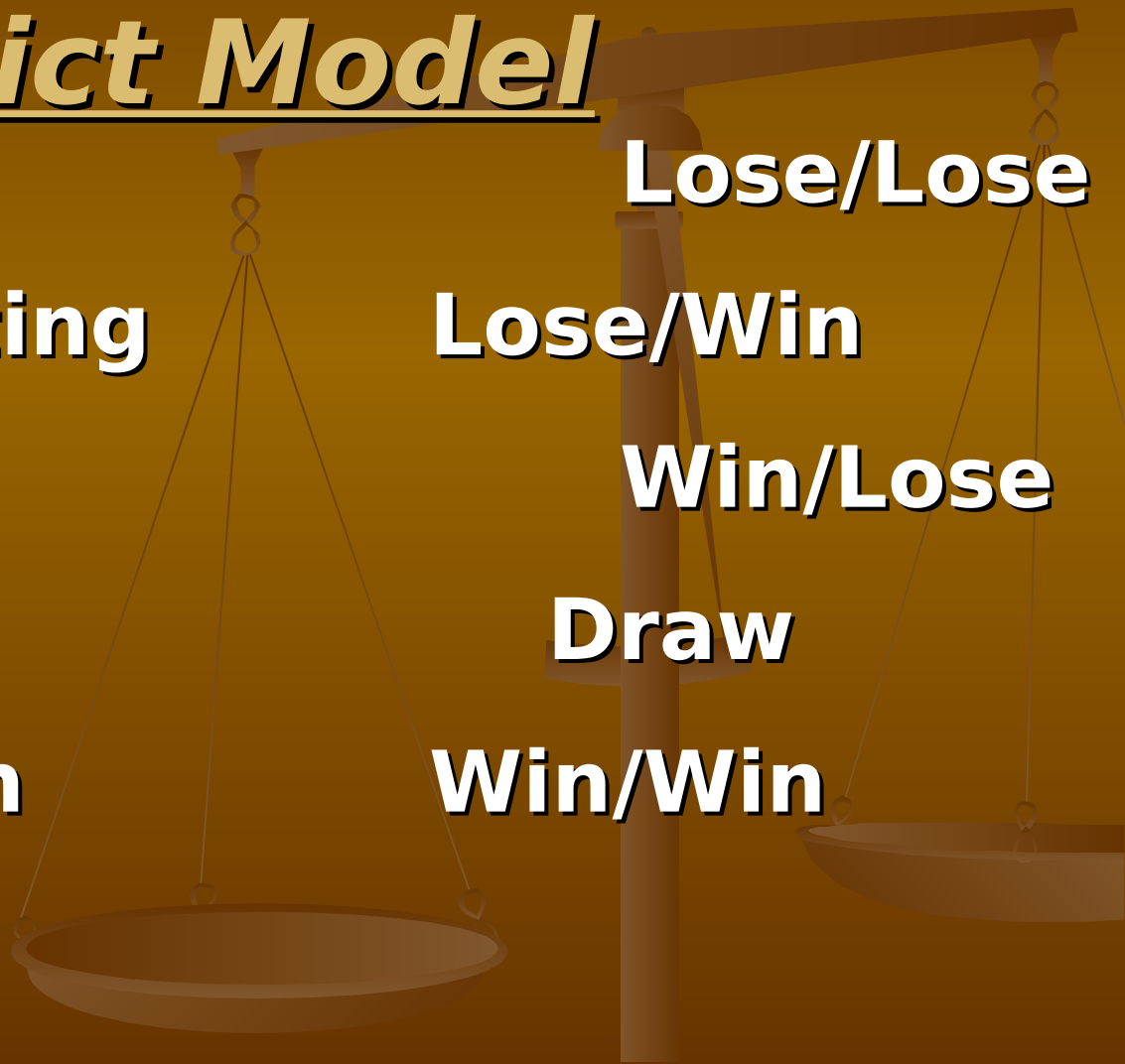
Coping Strategies

- Negotiation Skills
  - Diagnosis
    - Ability To Determine The Nature Of The Conflict
  - Initiation
    - Influencing Someone From Changing The Behavior
  - Listen
    - Hear the Other's Point of View



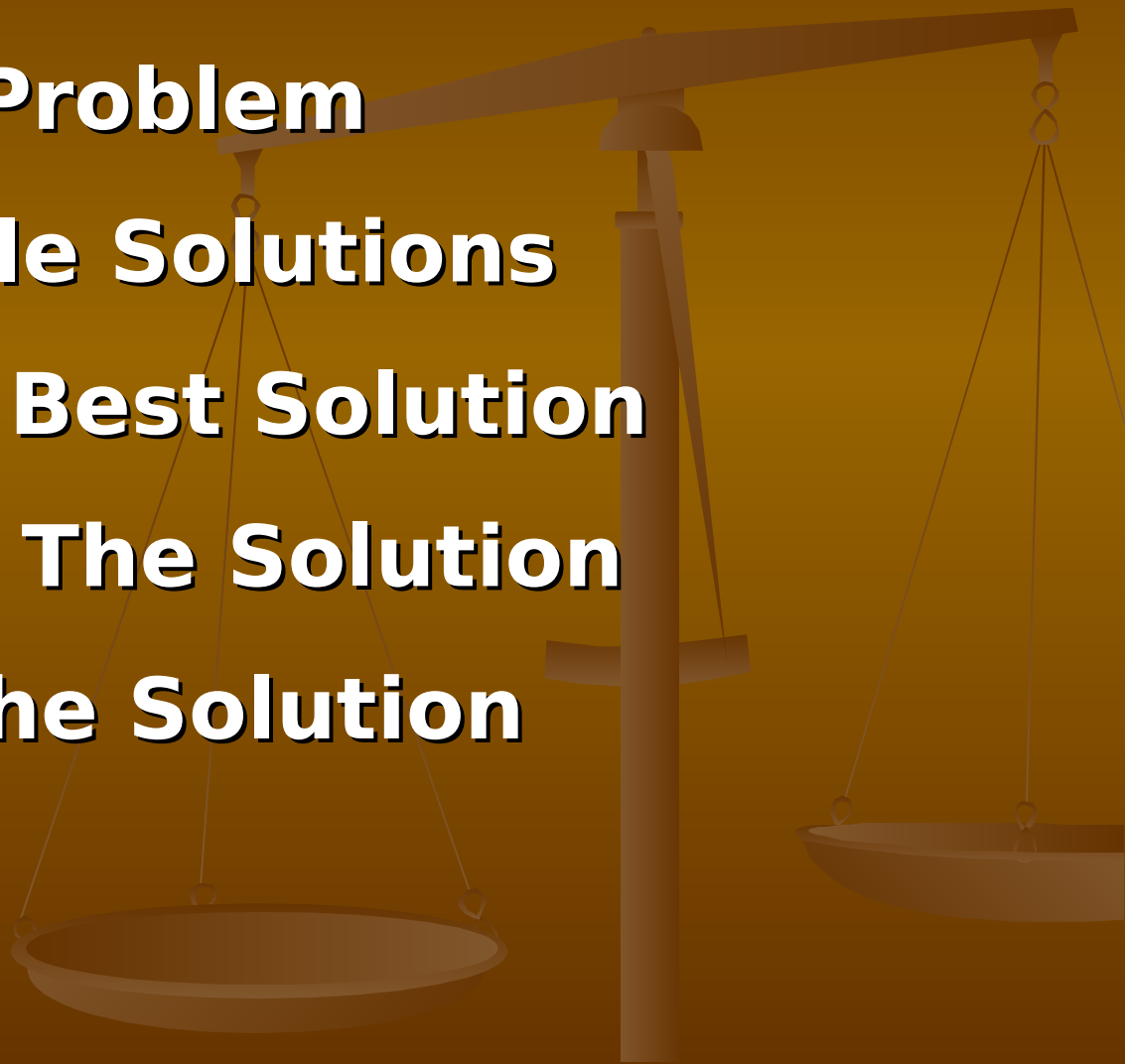
Elements Of The Conflict Model

- Avoidance — Lose/Lose
- Accommodating — Lose/Win
- Competing — Win/Lose
- Compromise — Draw
- Collaboration — Win/Win



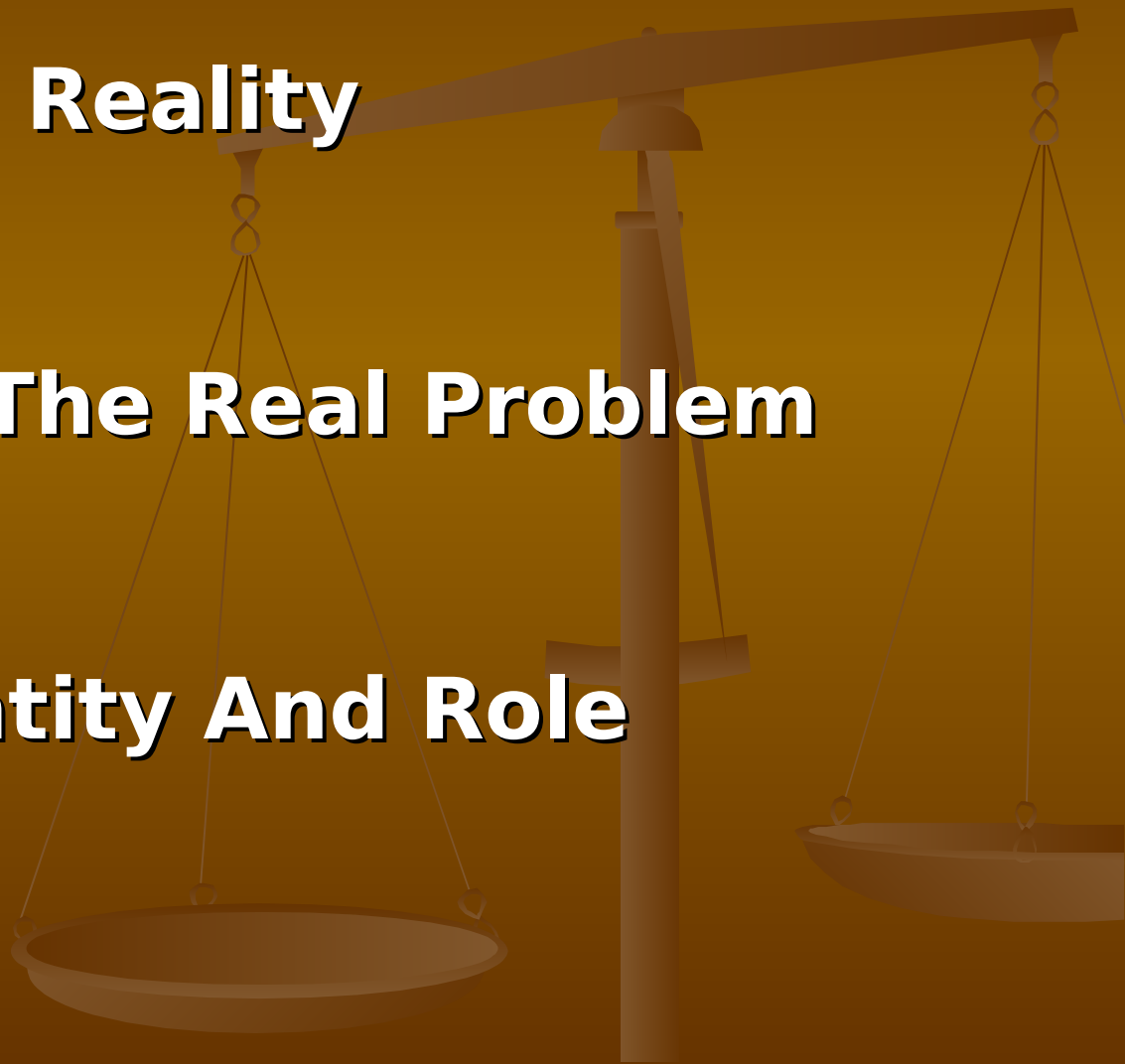
Problem Solving Process

- State The Problem
- List Possible Solutions
- Select The Best Solution
- Implement The Solution
- Evaluate The Solution



Benefits

- Deals With Reality
- Confronts The Real Problem
- Keeps Identity And Role Separate



Summary

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Questions